

Seminole County Strategic Plan 2002-2005

Vision:

To be the premier county government in Florida recognized for service exceeding expectations.

Mission:

"Serving the community to improve the quality of life"

Core Values:

Commitment – Honesty – Accountability – Integrity – Respect

Stakeholders/Clientele:

Internal: Board of County Commissioners, Boards and Committees, County Departments, County Employees, Leadership Team, County Manager, County Attorney and Volunteers

External: Citizens / Taxpayers, Constitutional Officers, Other Local, Regional, State and Federal Governmental Agencies, Special Interest Groups, Vendors, Customers, Non Profit Organizations, Schools, Media, Visitors and Tourists

Goals & Objectives:

Communications:

Develop an action plan to identify communication gaps, both internally and externally, and establish a system for continuous improvement.

External Issues:

- Public Opinions

Internal Issues:

- Interdepartmental Relations
- PR program

Growth Management:

To develop an action plan to educate both internal and external components of the growth management plan. By June 2004, we will align department's short and long range business plan(s) with County's Growth Management plan (Capital Improvements Plan) and resources.

External Issues:

- Changes in growth trends
- Housing / population density

Internal Issues:

- N/A

Resources:

To develop a resource management plan by June 2004 to identify and effectively use all available and potential resources.

External Issues:

- Environmental resources
- Global energy resources
- Funding (state/local)
- Natural resources

Internal Issues:

- Resource rationing
- Funding revenue streams
- Process / facilities changes
- Outsourcing
- Resource limitations
- Environmental resources
- Managing resources / cost control
- Changes in funding / budget

Technology:

To develop an action plan to evaluate the County's business process as they relate to technology and to develop and communicate a Countywide technology plan.

External Issues:

- Effect on workforce
- Effect on business process

Internal Issues:

- Changes in technology

Workforce Development:

The goals and objectives of our organization will reflect the diversity of the community by 2005. Currently have developed an action plan to diversify our employment base, developed a targeted and proactive recruitment and hiring process for all positions and developed a new performance evaluation system for at-will employees.

As for goals to be met we will develop mandatory training programs for Directors, Managers and Supervisors, undertake a comprehensive review of compensation and benefits and develop an organizational career path.

External Issues:

- Workforce (employee of the future)

Internal Issues:

- Hiring / recruiting / retention
- Employee turnover
- Employee morale
- Training & development
- Restructuring organization
- Need aggressive recruitment
- Need "turnkey" employees
- Need technically proficient employees
- Position / compensation market study
- Policy / directives